

DTS Enterprise Incident Report

As of 2/1/2011

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
Insurance	1 0	102 5	4 0	107 5
Customer Company Total	1 0	102 5	4 0	107 5

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Insurance	1 0	102 29	4 3	107 32
Customer Company Total	1 0	102 29	4 3	107 32

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Insurance	1 0.20	102 0.81	4 2.73	107 0.88
Customer Company Total	1 0.20	102 0.81	4 2.73	107 0.88

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Insurance	1 0	102 9	4 1	107 10
Customer Company Total	1 0	102 9	4 1	107 10

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Insurance	1 0.23	102 2.01	4 2.89	107 2.03
Customer Company Total	1 0.23	102 2.01	4 2.89	107 2.03

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Detail

INC000000226941	Jilene Whitby Capitol Desktop Support	Application Paul Ross	Error Insurance	Contribute Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.21
INC000000231990	Colette Sawyer Capitol Desktop Support	Network Paul Ross	Virus Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.60 1.62
INC000000236699	Jilene Whitby Capitol Desktop Support	Application Paul Ross	Error Insurance	Contribute Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.21 1.21
INC000000236838	Sandy Glaze Application Support	Application Carl Meek	Reporting Insurance	SIRCON For States Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 1.28
INC000000239736	Colette Sawyer Capitol Desktop Support	Application Paul Ross	None Insurance	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239753	Jilene Whitby Capitol Desktop Support	Network Paul Ross	Password Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240205	Colette Sawyer Capitol Desktop Support	PC/Laptop Paul Ross	None Insurance	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240363	Colette Sawyer Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Incident Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240489	Heidi Petermann Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240756	Colette Sawyer Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240887	Laura Shepherd Capitol Desktop Support	Application Paul Ross	Reporting Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.68 3.13
INC000000240901	David Snowball Capitol Desktop Support	Wireless Connectivity Paul Ross	Error Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.56 3.06
INC000000241140	Jilene Whitby Capitol Desktop Support	Application Paul Ross	Reporting Insurance	Contribute Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.22 4.22
INC000000241301	Shane Tiernan Capitol Desktop Support	Network Paul Ross	Incident Insurance	None Medium	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.29 2.39
INC000000241303	Colette Sawyer Help Desk	Application Vicky Marrelli	Error Insurance	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000241602	Silmara Charlesworth Application Support	None Kyle Pettit	None Insurance	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000241640	Colette Sawyer Capitol Desktop Support	PC/Laptop Paul Ross	Error Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.21 1.21
INC000000241718	Laura Shepherd Voice/Data/WAN Services	Network Spencer Blodgett	Incident Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.02 4.02
INC000000242424	Diane Perucca Capitol Desktop Support	Application Paul Ross	Reporting Insurance	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.92 3.75
INC000000242700	Luanne Winters Voice Operations	Telecom Annette Nielsen	Dial Tone Insurance	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.23
INC000000242747	Linda Hardy Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243190	Colette Sawyer Capitol Desktop Support	PC/Laptop Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 1.51
INC000000243768	Colette Sawyer Capitol Desktop Support	Network Paul Ross	Error Insurance	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.85 5.54
INC000000243852	Jenifer Christian Capitol Desktop Support	PC/Laptop Peter Musser	Error Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.03 3.03
INC000000243873	Laura Shepherd Capitol Desktop Support	PC/Laptop Paul Ross	Hardware Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 4.34
INC000000244186	Luanne Winters Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	Error Code Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244533	Meldee Love Capitol Desktop Support	Application Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.72
INC000000244636	Doyle Christensen Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244912	Jilene Whitby Application Support	Print/Copy/Scan/Fax Scott VanderLinden	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.31 5.23
INC000000244986	Colette Sawyer Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000245061	Colette Sawyer Network Operations	Network Dave Bodily	Performance Insurance	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.15 2.74
INC000000245426	Betsy Jerome Application Support	None Kyle Pettit	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000245824	Jenifer Christian Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 15.05

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INC000000245971	Luanne Winters Voice Operations	Telecom Annette Nielsen	Voice Mail Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000246407	Donald Catmull Capitol Desktop Support	Application Paul Ross	Reporting Insurance	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.48 1.48
INC000000246519	Terisa Anderson Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Incident Insurance	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.63 7.07
INC000000246589	David Flores Capitol Desktop Support	Application Paul Ross	Reporting Insurance	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.44
INC000000246655	Jilene Whitby Capitol Desktop Support	Application Paul Ross	None Insurance	Adobe Contribute Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.98 10.97
INC000000246852	Dan Applegarth Help Desk	Network Brenda Treadway	Password Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000246894	Armand Glick Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	None Insurance	None Medium	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.38 3.38
INC000000246923	Jilene Whitby Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Incident Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.11 3.11
INC000000246936	Linda Hardy Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Incident Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.93 7.35
INC000000247040	Jilene Whitby Application Support	Print/Copy/Scan/Fax Scott VanderLinden	Incident Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.68 14.59
INC000000247044	Richard Grieser Capitol Desktop Support	Network Paul Ross	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.71 5.95
INC000000247049	Richard Grieser Capitol Desktop Support	Application Paul Ross	Error Insurance	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.69 1.69
INC000000247087	Jilene Whitby Application Support	Print/Copy/Scan/Fax Scott VanderLinden	Incident Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.37 17.06
INC000000247243	Jenifer Christian Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000247637	David Flores Security	Application Garry Gregson	None Insurance	Citrix ICA Client Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.94 4.94
INC000000247655	Donald Catmull Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000248025	Jenifer Christian Capitol Desktop Support	Network Paul Ross	Error Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 2.64

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INC000000248033	Sandy Glaze Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 2.34
INC000000248100	Jilene Whitby Capitol Desktop Support	Application Paul Ross	Password Insurance	Contribute Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.93 0.93
INC000000248176	Heidi Petermann Metro D Help Desk	Mobile Devices Doug Brown	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000248202	Meldee Love Application Support	Application Kyle Pettit	Error Insurance	Documentum Medium	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.24 5.80
INC000000248224	Mary Dy Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000248254	Beth Crim Capitol Desktop Support	PC/Laptop Paul Ross	Hardware Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 1.72
INC000000248316	Sandy Glaze Application Support	Application Kyle Pettit	None Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.59 3.18
INC000000248339	Luanne Winters Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	None Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.31 2.31
INC000000248464	Beth Crim Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000248493	Donald Catmull Capitol Desktop Support	PC/Laptop Paul Ross	Hardware Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.02 6.21
INC000000248506	Tanji Northrup Capitol Desktop Support	Application Paul Ross	Password Insurance	SIRCON Commercial Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.86 10.03
INC000000248519	Beth Crim Capitol Desktop Support	PC/Laptop Paul Ross	Hardware Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 3.45
INC000000248538	Weimei Ye Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	None Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.57 2.59
INC000000248926	Anne Stewart Application Support	None Kyle Pettit	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000248938	Josh Caless Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000248943	William Stimpson Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000248947	Reed Kartchner Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000249009	Hermoliva Abejar	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000249115	Jenifer Christian	PC/Laptop	None	None		TIR Missed: No	TIR: 0.45
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.66
INC000000249156	Clarissa Crisp	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000249226	Jake W Garn	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.16
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.64
INC000000249467	Allen Hart	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.10
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.58
INC000000250200	Jaimee George	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.58
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.05
INC000000250208	Allen Hart	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.10
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000250357	Allen Hart	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000250640	Colette Sawyer	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.59
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.60
INC000000251197	Richard Grieser	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000251227	Virgina Dawes	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000251237	Linda Hardy	Application	Password	None		TIR Missed: Yes	TIR: 4.17
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 6.25
INC000000251329	Colette Sawyer	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000251516	Jordan Tolman	Application	Reporting	Adobe Contribute		TIR Missed: Yes	TIR: 1.85
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.85
INC000000251623	Jilene Whitby	Application	Error	Contribute		TIR Missed: No	TIR: 0.25
	Capitol Hosting	Mike Tyrrell	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.25
INC000000251793	Jenifer Christian	PC/Laptop	Error	None		TIR Missed: Yes	TIR: 1.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.09
INC000000251887	Weimei Ye	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.23
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.31

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INC000000252313	Teresa Trusty	Application	Error	Cisco AnyConnect VPN Client		TIR Missed:	No	TIR:	0.84
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	1.29
INC000000252347	Brent Oscarson	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.11
	Help Desk	James Stearns	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000252630	Katy Ball	Network	None	None		TIR Missed:	No	TIR:	0.63
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	3.23
INC000000252677	Weimei Ye	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.58
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	2.47
INC000000252763	Mary Dy	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252906	Jilene Whitby	Application	Error	Adobe Acrobat		TIR Missed:	No	TIR:	0.82
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.82
INC000000253529	Katy Ball	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.11
	Help Desk	Sarah Johnson	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.21
INC000000253666	Jenifer Christian	Telecom	Hardware	Telephone		TIR Missed:	No	TIR:	0.09
	Voice/Data/WAN Services	Mitch Hood	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.35
INC000000253971	Suzette D Green-Wright	None	None	None		TIR Missed:	No	TIR:	0.16
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000254060	Cheryl Alexander	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254062	Carrie Monnier	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254146	Colette Sawyer	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.81
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.81
INC000000254227	Jake W Garn	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.39
INC000000254289	Brent Oscarson	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.35
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.65
INC000000255185	Michelle M White	Network	Password	None		TIR Missed:	No	TIR:	0.51
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.86
INC000000255335	Karon Hardman	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255513	Hermoliva Abejar	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000255577	Beth Crim	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.14
INC000000255753	Jaimee George	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000255756	Sandra Christensen	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000255777	Betsy Jerome	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000255787	Joyce Maher	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000255808	Lorry Herrera	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00